

SR Type	Expected Resolution Days	Number of Requests	Percent of Total Requests	Percent by Group
APS - Application Maintenance	30	42	27%	
APS - Assist user	4	27	17%	
APS - Application Complaint	4	25	16%	
APS - Website Maintenance	21	20	13%	73%
APS - Research Application Functionality	21	9	6%	
APS - Application Administration	4	7	4%	
APS - Vendor Support Request	14	7	4%	
APS - Conduct Training	7	5	3%	
APS - Other (Not Listed)	7	5	3%	21%
APS - Change Existing Program	7	3	2%	
APS - Application Research for Purchase	365	2	1%	
APS - Data Extract	7	1	1%	
APS - Develop IS Process/Policy	180	1	1%	
APS - Develop New Program	21	1	1%	5%
Grand Count		----- 156		

**Note:** Please include the attached as part of the RFP. It's a file of the number and type of web-related requests that we received over a period of 180 days. It can be used by the respondents to gauge the potential work load.

**Disclaimer:** This is a reflection of past performance and should not be taken as an indication that the selected vendor's work load will be the same. The actual workload may vary.